



Dear colleagues, we want to make you aware of a utility scam that has been perpetrated on several of our customers in the Midwest, including Kentucky. Some of you have called me in the past year about similar situations that some of your residents have experienced. Unfortunately, the scam continues.

We are making our customers who contact Duke Energy's Call Center aware of this situation with the following pre-recorded message:

***Duke Energy would like to alert you about a payment scam in your area. Some customers have reported receiving phone calls from individuals claiming to represent Duke Energy. These individuals threaten immediate service disconnection unless a payment is made over the phone with a pre-paid debit card. Duke Energy offers customers multiple payment options, and never requires payment with a pre-paid debit card. Customers who suspect or experience fraud should contact the local police. To learn more, visit duke dash energy dot com slash **stop fraud**.***

Additionally, for small and intermediate-sized commercial accounts, there will be outbound proactive calling with an alert message:

**Outbound Calling for Small and Medium Size Business Customers (unassigned):**

***Duke Energy is calling to alert you to a payment scam in your area. Some customers have reported receiving phone calls from individuals claiming to represent Duke Energy. These individuals threaten immediate service disconnection unless a payment is made over the phone with a pre-paid debit card. Please remember, Duke Energy offers customers multiple payment options, provides advance notice and never requires immediate payment with a pre-paid debit card. Customers who suspect or experience fraud should contact the local police and call Duke Energy's automated system to obtain their current account balance. Please share this important information. To learn more, visit duke dash energy dot com slash **stop fraud**.***

We have informed the Public Service Commission of this situation. We have also issued news releases in the local market. Thanks for making your staff and other appropriate individuals aware of this unfortunate situation. As a reminder, our Call Center phone number is **1-800-544-6900**. Best regards, Rhonda

<http://www.duke-energy.com/kentucky/billing/fraudalert.asp>

**Rhonda R. Whitaker**

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